Government of Saskatchewan

Annual Report 2003-04

Saskatchewan Community Resources and Employment

Saskatchewan Centennial 2005

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This annual report is also available in electronic format from the Department's web site at: ***www.dcre.gov.sk.ca/publications/annualreports***

Letters of Transmittal

Her Honour the Honourable Dr. Lynda M. Haverstock
Lieutenant Governor of Saskatchewan

May It Please Your Honour:

I respectfully submit the Annual Report of the Department of Community Resources and Employment for the fiscal year ending March 31, 2004.

Joanne Crofford
Minister of Community Resources
and Employment

The Honourable Joanne Crofford
Minister of Community Resources
and Employment

Dear Minister:

I have the honour of submitting the Annual Report of the Department of Community Resources and Employment for the fiscal year ending March 31, 2004.

B. Durnford

Bonnie Durnford
Deputy Minister

Introduction

This Annual Report describes the actions and accomplishments of the Department of Community Resources and Employment for the 2003-2004 fiscal year. In July of 2003 the Department released plans for what it intended to achieve during that past year. Those plans described goals and objectives and the specific activities that would allow the Department to achieve them. As well, the Plan described measures we would use to gauge our success. The Department committed to report back in the 2003-04 Annual Report on how well we have met our objectives. A copy of the Plan can be found at: ***www.dcre.gov.sk.ca/publications/annualreports***.

Unlike the 2002-03 Annual Report, this current Annual Report does not contain our detailed plans for 2004-2005. Those plans have already been reported separately with the release of the provincial budget on March 31, 2004 and can be viewed at: ***www.dcre.gov.sk.ca/publications/majordocuments.html***.

The current report follows the government-wide requirements for reporting on performance measures, planned activities and all public commitments made by the Department during the 2003-04 year. Unless otherwise indicated, this Report presents actual program and financial data and results at year-end – March 31, 2004.

Who We Are

Vision

The vision of Community Resources and Employment (formerly Social Services) is that Saskatchewan people, regardless of differences in needs and circumstances, have opportunities to contribute and be included in the economic and social life of the province.

Mandate

The mandate of the Department is to work with citizens to help them build better lives for themselves through economic independence, strong families, inclusive communities, and active involvement in Saskatchewan's labour force and economy. Department programs support employment, child development, independent living for seniors and people with disabilities, and affordable, quality housing for low and moderate-income people. The Department also offers programs that ensure basic standards of income and child well-being are maintained.

Organization of the Department

Community Resources and Employment is organized into four major program divisions and a number of corporate service branches and divisions. It is one of the largest departments in the provincial government with approximately 2,500 employees.

Employment and Income Assistance Division

The Employment and Income Assistance Division supports a range of financial and employment related services to people experiencing difficulties maintaining economic self-reliance. The Saskatchewan Assistance Plan provides a basic minimum income for individuals and families, while other income security programs support families to meet their children's needs and maintain parents' employment. The Saskatchewan Employment Supplement (SES) is a benefit paid to low-income parents who are employed or who receive maintenance payments. The supplement supports employment by offsetting child-related costs that a parent may incur through working. A third benefit program, the Saskatchewan Child Benefit (SCB) is a payment to low-income parents, designed to help reduce poverty and support parents with the costs of raising children. It is delivered as an integrated payment with the Canada Child Tax Benefit and the National Child Benefit Supplement.

Career and Employment Services, delivered from 20 regional offices across the province, helps individuals find and keep jobs. Services include referrals to approved training benefits in approved skills training programs, work experience opportunities, and supports to help individuals keep working. Regional staff also work with employers to develop opportunities for clients, and to help meet the skill needs of the labour market.

The Child Care Branch licenses homes and centers that provide quality day care for children. The Division also provides subsidies to low-income families to assist with child care fees for licensed care.

Community Living Division

The Community Living Division supports the development of inclusive communities for individuals with intellectual disabilities through a variety of supports and services. Some services are provided directly to individuals and their families, through community services workers and program development consultants located in regions throughout the province and Valley View Centre, a long-term care facility in Moose Jaw. Most programs and services are delivered through an extensive system of community-based social, residential and early childhood services.

Who We Are

Housing Division

The Housing Division supports housing self-reliance among low and moderate-income households. The Housing Division supplies staff services and manages the housing resources of the Saskatchewan Housing Corporation (SHC), a Saskatchewan Crown corporation. SHC manages approximately $2.7 billion in public housing assets. The division manages social and affordable housing programs and leads the development of housing policies on behalf of the Government of Saskatchewan. SHC properties are managed through operating agreements with more than 450 organizations, including local housing authorities, housing co-operatives and non-profit agencies. SHC produces Annual Reports available at ***www.dcre.gov.sk.ca/housing/publications.html***.

Child and Family Services Division

The Child and Family Services Division supports programs and services to at-risk children, youth and families to prevent further family breakdown. It also supports child welfare services to protect children from harm and provides children in the Minister's care with appropriate residential and personal services. The Division continues to develop new programs, services and resources to support families at risk and prevent crisis situations that require child protection or child welfare interventions.

Regional Offices

Most of the Department's programs are delivered locally through five regional offices and service centres located in 22 communities across the province. This regional approach is designed so programs and services are delivered in the communities in which people live and work and are provided in a manner that is sensitive to local needs.

The Saskatchewan Housing Corporation operates through territory offices serving seven geographic regions. The territory offices work with housing authorities in cities and towns, and other community agencies.

Corporate Support Branches

The Deputy Minister's Office provides executive management of the Department. The Department's central office structure also includes a number of corporate service branches that support program and service implementation. These include the Human Resources Division, the Intergovernmental Relations Branch, the Communications and Public Education Branch, the Strategic Policy Branch, the Research and Evaluation Branch, and the Information Technology Services Division. The Finance and Property Management Division oversees the Department budget and manages the property assets of the Department through contracts with the Saskatchewan Property Management Corporation (SPMC).

Office of Disability Issues

Established in 1998, the Office of Disability Issues serves as a focal point for provincial government initiatives on disability policy and performs a coordinating role throughout government in addressing disability issues and policies. The Minister of Community Resources and Employment is also designated Minister Responsible for Disability Issues. The Office of Disability Issues is hosted by Community Resources and Employment.

Results at a Glance

The activities of the Department have built upon the Strategic Plan and major initiatives started in previous years. The Department has continued to develop programs and supports to move people into more active participation in the economic and social life of their community. The directions, first announced in the government's Building Independence strategy have continued to guide the re-design of social assistance in the province. Collaborative work with community partners has also shaped the direction of the Department in developing services for people with disabilities and children and families at-risk. Additional funding in the housing sector has led to significant new construction of social housing units.

This section provides a brief overview of the results achieved by the Department during 2003-04.

Summary of Performance Results

Goal 1 – Economic Independence and Self-Reliance

- The Department created 4,466 opportunities for unemployed Saskatchewan adults to gain work experience and employment-related skills.
- On average, 1,300 individuals per month participated in the Jobs First Program to match vacant jobs in the community with the skills of those seeking work.
- The Department provided $2.03 M to fund an array of employment supports for persons with disabilities to enter and remain in the labour force. This funding created 975 opportunities for persons with disabilities to receive employment supports.
- People with disabilities on social assistance received an increase of $10/month to help offset the costs of disability, and allow those with disabilities to more actively participate in the economy.
- Each year since the Building Independence initiative was introduced, the number of families and children reliant on social assistance has decreased. In the past year, the monthly average social assistance caseload declined by 752, from 29,683 to 28,931. Since 1998, over 6,800 families with almost 15,000 children no longer rely on social assistance.
- In 2003-04, over 48,000 households – comprised of approximately 112,000 adults and children – benefited from social assistance and Building Independence programs. These include the Saskatchewan Child Benefit, the Saskatchewan Employment Supplement, and Family Health Benefits.
- Maximum Child Care subsidy rates for children of all ages have been increased. On June 1, 2003 rates for infants increased by $30 per month; for toddlers, rates increased by $25 per month; for pre-school $20 per month and for school age children the rates increased by $10 per month.
- 500 new child care spaces were created. At year end 2003-04, there were 7,910 licensed spaces; 5,540 spaces in 153 child care centers; and 2,370 spaces in 291 licensed child care homes.
- The Department's Canada-Saskatchewan Career and Employment Services (CSCES) operations provide access to job postings, labour market information, career planning, as well as, on site and remote internet access for those seeking employment. In 2003-04, CSCES helped over 6,600 people complete job plans, provided job counseling or short term job help to 4,600 people and allowed 5,000 clients to participate in other employment related programs. For employers, SaskJobs placed 15,153 job orders, and there were 9,561 job orders filled.

Goal 2 – Inclusion in Families and Communities

- Through the KidsFirst program, the Department invested in special-needs child care spaces to support at-risk families. By the end of the year, there were 141 licensed KidsFirst child care spaces in nine targeted communities across the province. The Department is engaged in discussions of an integrated early learning and child care approach that would address developmental needs of pre-school children in general, and special needs children in particular.

- To improve the integration and accountability of community-based services, the Department worked with community-based organizations (CBO's) to develop outcomes-based planning and evaluation workshops. Over 120 CBO's and 200 Department staff participated in training that helped focus activities, and ensured that the appropriate client outcomes are being achieved.

- In the spring of 2003, *The Child and Family Services Act* was amended. It allows for a more inclusive approach, involving extended family as a support to care for children in need of protection. The amendments strengthen the capacity for family preservation and maintain the child's connection to family, community and culture. The amendments support developing kinship care as an approach and an alternative to taking children into the care of the Minister.

- Over the years, the number of children placed with extended family as an alternative to foster care has increased. At mid-year 2003, there were 746 children placed with extended family. This is an increase of over 70 per cent since 1998-99.

- Funding for new initiatives increased capacity to support individuals with intellectual disabilities to live in the community. Seven new spaces in group homes, and fourteen new spaces in Supported Living Programs were established.

- In the last federal budget, the federal government, through the Canada Mortgage and Housing Corporation, extended funding for the Centenary Affordable Housing Program (CAHP). A new provincial housing plan, HomeFirst, was developed that will result in 2,000 new affordable homes to be constructed by 2008. To date, eight projects totaling 157 homes have been completed; 10 projects (192 homes) are under development, and 13 projects (299 homes) have received conditional funding.

- The Neighbourhood Home Ownership program (NHOP) provides modest-income families with financial assistance to acquire or renovate homes in inner-city neighbourhoods of Regina, Saskatoon, Moose Jaw and Prince Albert. Families initially become members of a homeownership cooperative, sharing knowledge and resources to achieve the common goal of ownership. In 2003-04, 33 homes were acquired by families.

Summary of Financial Results

a) Expenditures

Community Resources and Employment actual expenditures for 2003-04 were $605.03M. This represents a variance of $0.93M below the approved budget of $605.96M due primarily to improvements in the costs of delivering child welfare programming.

b) Revenues

Community Resources and Employment actual revenues for 2003-04 were $18.48M, $2.28M more than was budgeted. This was due to new cost sharing agreements with the federal government ($2.5M) regarding employability assistance for persons with disabilities.

2003-04 Performance Results

This section reports on the goals, objectives, key results and performance measures achieved by the Department during the 2003-04 fiscal year. The activities and performance measures, originally presented in our 2003-04 Performance Plan, are listed below, along with a description on our actual progress. Where available, year-end results are included for the performance measures and for the other commitments that were made during the year. Our 2003-04 Performance Plan is available in the 2002-03 Annual Report.

Goal 1: Economic Independence and Self-Reliance

Objective 1.1: Increase labour market attachment, for persons with multiple barriers to employment, including low income.

Employment is the main source of income distribution and the most likely path to well-being for most Saskatchewan people. It is important that every person who is capable of working has both the access and the opportunity to find work. Stable employment can contribute to the health and well-being of individuals and their families. It also contributes to the well-being of communities and the overall economy.

Key Results

Strengthen employment/training programs for low-income people.

Employment Programs help unemployed people get the supports or work experience they need to find and keep a job or to become self-employed. In 2003-04 the Department created 4,466 opportunities for unemployed Saskatchewan adults to gain the work experience and employment-related skills they need to actively participate in the workforce.

The Department continues to integrate employment and income assistance services. The new Contact Centre – the first point of contact for those seeking social assistance – connects callers to resources and services by referring them to appropriate employment services or income supports.

The new Transitional Employment Allowance (TEA) provides individuals with short-term income assistance. Individuals participating in Jobs First (a program that links prospective job applicants with employment opportunities in their community) may obtain TEA and receive help in finding work through the Department's Career and Employment Services. On average in 2003-04, 1,300 individuals per month participated in the Jobs First program while being financially supported by the Transitional Employment Allowance.

Improve disability employment supports.

The Department provided $2.35M to fund an array of employment supports for persons with disabilities to enter and remain in the labour force. This funding created 1,038 opportunities for persons with disabilities to receive employment supports.

The Budget also provided an increase of $10/month in the social assistance allowance for persons with disabilities. The additional allowance helps offset the costs of disability and allows those with disabilities to participate more fully in the economic life of their community.

Disabilities-related research work with Saskatchewan Learning and Saskatchewan Health proceeded in several areas. These include: supports for children with disabilities; community housing; and training and employment supports. Research is also underway on the impact a disability has on an individual's ability to work. Results from this research will inform activities to address these impacts. All of these activities support the

development of sound policies and programs for helping people with disabilities make the transition to permanent employment.

Community Resources and Employment and the Public Service Commission have partnered to increase the representation of people with disabilities in the public service. As of March 2004, seven people with disabilities had accepted term positions in executive government as a result of this initiative.

The Supported Employment Transition Initiative (SETI) supports Saskatchewan Association of Rehabilitation Centre (SARC) agencies in assisting individuals with intellectual disabilities to make the transition from a sheltered workshop program into mainstream employment. Individuals with intellectual disabilities have increased employment success in the labour market as a result of the services provided by SARC agencies. In 2003-2004, the Department provided $300,000 to SARC and, as a result, 124 individuals obtained employment.

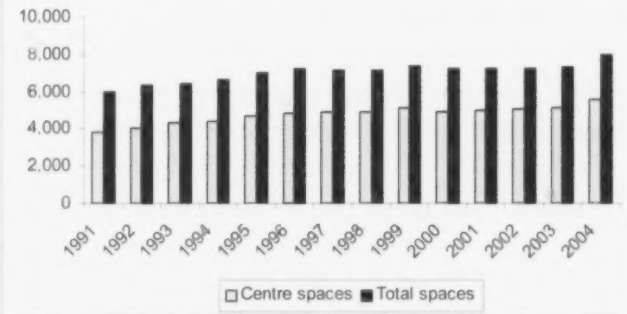
Broaden child care support to low-income parents for employment and training.

Availability of child day care is important for parents to enter and remain in the labour force, or to get employment training. Starting in 2003-04, the federal government committed over $32M over five years for early learning and child care in Saskatchewan. The province invested $0.8M in federal funds allocated for 2003-04, and committed an additional $1M to create 500 new licensed spaces. By March 31, 2004 all the new spaces were developed.

The 2003-04 Budget committed a further $1.0M to increase child care subsidies to low-income families. This allowed maximum subsidy rates to be increased on June 1, 2003 by $30/month for infants, $25/month for toddlers, $20/month for pre-school children and $10/month for school-age children. The Department spent $10.4 M benefiting an average of 3,408 children per month.

As of March 31, 2004, the province supported 7,910 licensed spaces; 5,540 spaces in 153 child care centres; and 2,370 spaces in 291-licensed child care homes.
To date, there are 21 infant care programs operating in schools around the province. These programs allow teens with children to continue and complete their education, without having to drop out because they cannot find suitable child care.

Number of Total Licensed Child Care Spaces and Spaces in Child Care Centres



Increase support for quality housing for low-income people.

Planning continues around a quality housing supplement, delivered outside of social assistance, which would reduce housing challenges faced by a large number of social assistance recipients and other lower income households in Saskatchewan.

Saskatchewan Housing Corporation (SHC) worked with communities and other levels of government in Regina, Saskatoon and Prince Albert to improve the quality of housing in inner-city neighbourhoods and provide low-income households with the tools for homeownership. In Regina, for example, SHC

participated in the Regina Inner-City Community Partnership.

Work with employers to develop employment options for low-income people.

In the 2003-04 budget, the Department received $300,000 to enhance its array of employer services. The majority of these funds were used at the regional level for working with employers to assist them in filling vacancies and activities to promote the Department's services for employers.

The Department developed employer-focused resources including brochures, radio and newspaper advertisements, signage, and a video detailing how provincial employers have worked with government to hire and retain multi-barriered individuals. Staff from the Department's 20 Canada-Saskatchewan Career and Employment Services offices used these resources to help employers identify opportunities that best suit the low-income client group served by the Department.

Establish closer strategic coordination with other departments (including the federal government).

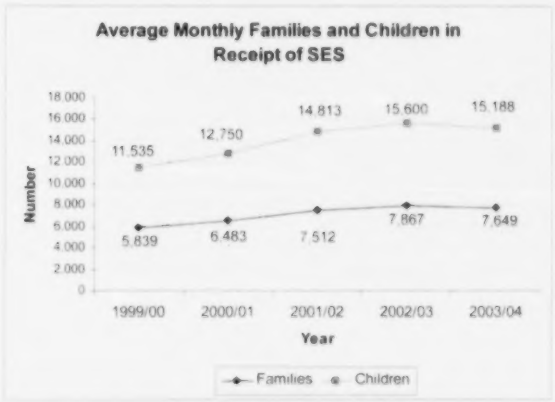
The Department continues to integrate our strategic direction with other provincial departments and the federal government through participation in a range of intersectoral forums. These include work on the National Child Benefit (NCB), the Multilateral Framework on Early Learning and Child care, the Multilateral Framework for Labour Market Agreements for Persons with Disabilities, the Labour Market Development Agreement, the Métis and Off Reserve Strategy, the Northern Strategy, the Rural Strategy and the Cognitive Disabilities Strategy.

Measurement Results

Average number of families in receipt of the Saskatchewan Employment Supplement (SES) each month – 7,649 families accessed the SES
(Source: Department of Community Resources and Employment, *SES Forecasting Report)*

The Saskatchewan Employment Supplement is a program introduced in 1998 to help low income parents with child-related costs of working. The program also supplements spousal maintenance income. Use of this program is an indication that low-income families are choosing employment rather than social assistance.

The average number of families using SES is a drop from the previous year (7,900 in 2002-03). Analysis suggests that eligibility criteria under income-tested programs such as SES may have been eroded by the impact of inflation on general salary levels. If overall incomes rise, and income brackets defining eligibility are not adjusted upward, some participants will become ineligible simply due to bracket creep. In 2004-05, SES income



brackets will be increased to keep pace with changes in overall income levels since the program was introduced.

Employment placement of people with intellectual disabilities – 132[1]
(Source: Department of Community Resources and Employment *Long-term Employment Initiative records)*

The Department works with employers, families and communities to support people with intellectual disabilities to contribute their skills and gain greater independence through employment.

Community Living Division will transfer funding for these initiatives to the Employment and Income Assistance Division in April 2004 as part of the Department's response to providing mainstream delivery.

Youth Cases (18-24 yr.) on Saskatchewan Assistance Plan[2] *– 5,717 or 19.5%*
(Source: Department of Community Resources and Employment, Social Work Information Network [SWIN]).

People who establish dependency patterns early in life often have greater difficulty establishing long-term self-sufficiency. The Department is focused on working to ensure youth in financial need make a transition to employment and self-reliance.

Proportion of people with low income
Children – 10.0%
All Persons – 8.7%
Five-year average 1997-2002
(Source: Statistics Canada, *Income Trends in Canada 1980 - 2002.*)

There are a number of measures of low income; here the Department uses the Statistics Canada after tax Low Income Cut-off. Tracked over time, low income measures help indicate progress in reducing low income and increasing economic inclusion. In the past few years, the incidence of low income for families with children and for all persons has declined.

Provincial social assistance dependency relative to economic conditions – Not Available.[3]

Social assistance dependency is affected by many external factors such as unemployment, wage levels, living costs, or policy changes in other federal/provincial support programs. If reliance on social assistance is declining, holding external conditions constant, this is an indicator of progress in reducing economic exclusion.

Objective 1.2: Reduce dependency on highly subsidized and structured government initiatives.

Programs such as social assistance and social housing are costly and provide a structured environment for citizens that may, over time, create disincentives for greater self-sufficiency. The Department's long-term strategy is to remove barriers that prevent people from developing their independence. It strives to create incentives for engaging in activities that lead to self-sufficiency.

Footnotes:

1 Growth in employment supports for people with disabilities has been achieved through non-targeted programs and services available under the Employment and Income Assistance Plan.

2 The Department has proposed a new measure of youth dependency, which will be measured as a percentage of the population and calculated with Statistics Canada population estimates for non-census year.

3 The Department will be revising the way in which this measure is calculated, using internal data sources and not relying on Human Resources and Skills Development Canada (HRSD) analysis of Saskatchewan data, as has been done in previous years.

2003-04 Performance Results

Key Results

Divert economically at-risk people from social assistance to alternative resources.

The number of families and children reliant on social assistance decreased each year since Building Independence was introduced. The monthly average of the social assistance caseload declined by 752, from 29,683 in 2002-03 to 28,931 in 2003-04. The number of people dependent on social assistance decreased by 2,191, from 54,430 in 2002-03 to 52,239 in 2003-04. Since these programs were introduced, over 6,800 families including 15,000 children no longer rely on social assistance.

Many of the Department's new activities help social assistance applicants to access alternate resources, which support the transition to independence. Services delivered through the Contact Centre, such as Jobs First, and the Building Independence programs assist individuals to access alternatives to social assistance where other options might be feasible.

Preliminary results from an evaluation of the new service delivery system indicate that the Contact Centre and Jobs First services provided alternatives to social assistance for a large number of people. Nearly one third of callers to the Contact Centre do not subsequently receive social assistance. After one year, 40 per cent of the people who attended Jobs First sessions were employed and independent of social assistance. Approximately 14 per cent were engaged in full-time education or training or part-time training and employment.

The Building Independence programs include the Saskatchewan Child Benefit (SCB), Saskatchewan Employment Supplement (SES), Family Health Benefits (FHB) and the Provincial Training Allowance (PTA). SCB, SES and FHB benefits enable parents to enter or remain in the workforce and increase disposable income by providing income and health supports for children. The PTA enables parents to participate in education and training programs that improve their opportunities for employment. In the past year, 15,260 families including 39,586 children, received the SCB. SES provided income benefits to approximately 7,649 families per month, including 15,188 children. Approximately 19,200 families with 34,500 children received health coverage under the FHB and more than 5,000 individuals in education or training programs received income support under the PTA.

In 2003-04, over 48,000 households – approximately 112,000 adults and children – benefited from programs including social assistance, the Transitional Employment Allowance and the Building Independence programs (SCB, SES, FHB, PTA). In addition, more than 12,700 senior households received benefits under the Saskatchewan Income Plan for seniors.

Strengthen transition supports to economic self-reliance.

The Contact Centre offered improvements in the delivery of service, including initial screening, eligibility assessment and referral to Jobs First or First Step, administration of the Transitional Employment Allowance, and referral to other resources. In 2003-04, the Contact Centre expanded service to the rural Southeast and Southwest Regions.

The Department's Canada-Saskatchewan Career and Employment Services (CSCES) operations provide access to job postings, labour market information, career planning and development, as well as internet-linked computer banks for individuals seeking employment. Services are available both on-line through www.sasknetwork.ca and through

any of the 20 Career and Employment Services offices located throughout the province.

In 2003-04, 11,478 individuals established career action plans. Over 6,600 individuals completed their plans and approximately 2,000 are in the process of completing their plans. Approximately 4,600 people took part in short-term interventions, such as employment counselling, job search or résumé workshops, through local Career and Employment Services centres.

SaskJobs has increased the number of job orders placed, filled and posted by employers themselves as shown in the chart below:

	2002-03	2003-04
Number of Job Orders Placed	13,600	15,153
Number of Job Orders Filled	7,687	9,561
Number of Job Orders Posted by Employers Themselves	4,196	4,255

Implement changes from Provincial Advisory Committee (PAC) on Workload Measurement.

The Provincial Advisory Committee on Resource Allocation (PAC) examined issues surrounding staff workload concerns within the regional service delivery system. Progress was made in understanding what drives workload and impacts on the efficiency and effectiveness in our service delivery systems.

Measurement Results

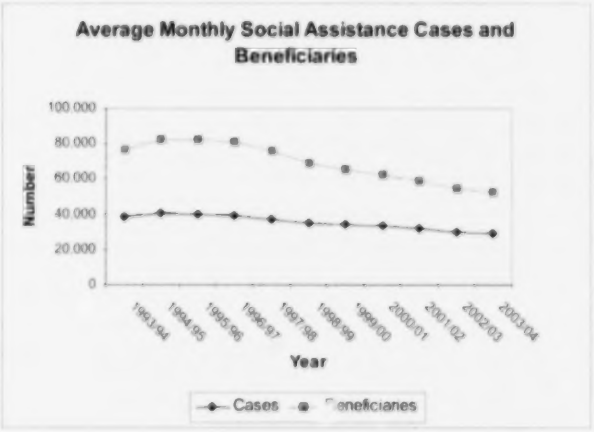
Social Assistance Plan
Caseload (monthly average) 28,931
Beneficiaries (monthly average) 52,239
(Source: Department of Community Resources and Employment, Social Work Information Network [SWIN].)

The Saskatchewan Assistance Plan is a last-resort source of income support for people who have no other alternatives. A reduction in the number of households and persons dependent on this program is an indication of better outcomes for low-income people in Saskatchewan.

Although the caseload continued to decline, it was at a slower rate than in 2002-2003. Generally, economic activity throughout the country was lower than initially expected during 2003, and this has affected the rate at which people are able to leave social assistance for employment.

Social housing clients moving to private rental or ownership – (under development)[4]

Social housing provides quality housing that is affordable for low-income seniors, families and people with disabilities. It provides stable homes for families as they make the transition to greater self-sufficiency, and helps seniors live independently. To be fully effective, social housing is supplemented with supportive services targeted to the needs of tenants.



Footnote:

[4] Department will provide further detail on this measure once the new housing information system is in place and clients move through the system.

Objective 1.3: Provide fair, effective last-resort economic protections when needed.

Social assistance is an important last-resort source of income for some people. While it is important that social assistance only be used when necessary, it should be a fair system that meets basic needs and supports transitions to self-reliance.

Key Results

Gradually introduce flat-rate social assistance benefits.

The Transitional Employment Allowance (TEA), introduced in February 2003, is an income support program with flat-rate benefits. Under TEA, there is a single rate for rent, utilities, food, clothing, personal/household items and transportation. The administration is simplified, both for the recipient and program staff, and recipients have more flexibility as to how they spend their benefit than under social assistance.

Increase reference to external poverty measures such as the Market Basket Measure.

Provincial and federal governments in Canada have been exploring different measures of poverty, based on the actual costs of food, shelter, clothing, transportation and other normal household purchases, for each region of the country. With the assistance of Statistics Canada, Social Development Canada released the first public version of the 2000 Market Basket Measure (MBM) in May 2003. The Department is using the MBM as one of several measures in assessing the adequacy of welfare benefits, alone and in combination with other supports.

Measurement Results

SAP clients self-managing rent – 62.2%
(Source: Department of Community Resources and Employment, Social Work Information Network [SWIN]).

It is important that people on social assistance retain and build on the skills that they need to become and remain self-reliant. One important skill is management of rent payments and relationships with one's landlord.

Goal 2: Inclusion in Families and Communities

Objective 2.1: Keep children in functional families.

Experience shows that, regardless of how good alternate care is, children experience poorer outcomes if they lose a relationship with their families. It is therefore important to support families, wherever possible, so that they can provide a stable environment where their children are free from neglect or harm.

Key Results

Improve child day care resources for special-needs children.

Child care is increasingly seen as a support to at-risk families, either as respite or a remedial intervention. In 2003-04 the Department invested in more special-needs spaces in the licensed child care system. Discussions, concerning School PLUS, KidsFirst and an integrated early learning and care framework, provide an opportunity to consider how the province might develop, over time, better responses to developmental needs of pre-school children in general, and special-needs children in particular.

Support School PLUS, KidsFirst Initiatives

A Community Resources and Employment/ KidsFirst committee consisting of representatives from the Department (Housing, Child Day Care, Employment and Income Assistance, Child and Family Services) and the Early Childhood Development Unit (Saskatchewan Learning) met throughout 2003-04 to support the implementation of the KidsFirst program.

With respect to child welfare concerns, a review of provincial and local protocols, developed jointly by KidsFirst and the Department for working with families at risk, was conducted. Through the review and meetings between the Department and KidsFirst staff, the Department developed a revised protocol and process for coordinating activities between different programs to improve services for families.

The Department's budget for 2003-04 included $420,000 to develop 81 additional licensed child care spaces in the targeted communities designated to accommodate KidsFirst families. As of March 31, 2004, this commitment was met and there were a total of 141 licensed KidsFirst child care spaces in the nine targeted communities.

Community Resources and Employment, along with other departments involved in SchoolPLUS, finalized an approach to new Community Service Delivery Teams. Local teams will be established across the province to provide integrated supports to children and families. These teams will share the responsibility for managing the response to children with complex needs.

An internal SchoolPLUS Steering Committee began developing the policy and operational framework that will align the Department's Strategic Plan with SchoolPLUS. Specific priority areas have been identified and discussions have started with Saskatchewan Learning to develop a joint action plan.

Measurement Results

Licensed child care spaces for special needs children – 6% 441 spaces
(Source: Department of Community Resources and Employment, Child care Database.)

Child care providers can have difficulty providing for the needs of children with disabilities and other special needs children. If more spaces can be supported to provide for the needs of these children, there is less likelihood that a child will require an out-of home placement.

Objective 2.2: Reduce reliance on child welfare services that separate families.

Child welfare services sometimes have to remove a child from his or her home to reduce risks of neglect or abuse. If means can be found to support the needs of a child, with the least possible separation from his or her family, then life outcomes for the child can be expected to improve.

Provide Kinship Care support to low-income extended family members as a resource to prevent children coming into care.

In spring of 2003, *The Child and Family Services Act* was amended to allow for a more inclusive approach involving extended family as a support to care for children in need of protection. The amendments strengthen the capacity for family preservation and maintaining the child's connection to family, community and culture. The amendments support the development of kinship care as an approach and an alternative to taking children into the care of the Minister.

Following joint planning sessions between Department staff and First Nations Child and Family Services (FNCFS) agency staff, a plan

for implementing the proposed changes was developed. Work will proceed through the Department/FNCFS joint structures to assure transparency and partnership in developing this new approach.

Increase transitions of children in care to natural or extended families.

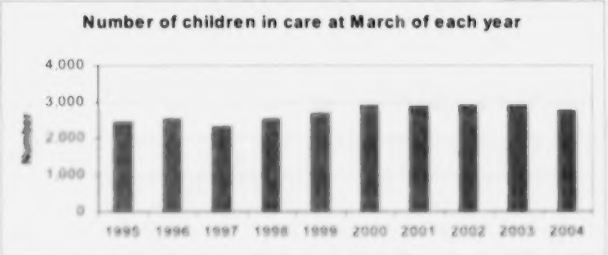
The number of children placed with extended family as an alternative to foster care has increased by well over 70 per cent since 1998-99. At March 31, 2004, there was a monthly average of 746 children placed with extended family.

The Department provided $120,000 for the Saskatchewan Youth in Care and Custody Network to provide support to youth who are in care of the Minister, or who were formerly in care. The Network is an advocacy group, organized by youths themselves, that addresses child welfare concerns and other programs serving youth.

Measurement Results

Number of children in care of the Minister
2,798 (March 31, 2004)
(Source: Department of Community Resources and Employment, Automated Client Index.)

Children can be placed in care of the Minister on a temporary or permanent basis if their parents are unable to care for them safely. Because children who grow up in care of the Minister may experience poorer life outcomes than children raised in their own families, it is appropriate to ensure that children are taken into care only when necessary.



Proportion of children in child protection families taken into care[5] *– N/A*

Child protection services are brought into a situation when a child is identified as being at risk of abuse or neglect. Some of these children are taken into the care of the Minister.

Proportion of extended family versus foster home placements for children – Under development

The proportion of children with child protection involvement, who are placed with extended family, is a measure of effectiveness in finding alternatives that keep children safe with their families.

Length of involvement in child protection cases – Under development

Length of involvement in child protection programs is an indicator of whether safety issues in the family are being addressed in an effective and timely manner.

These measures are being reviewed over the next year in conjunction with the Quality Improvement Plan. Over the last 5 years, there have been significant changes in the size of child protection caseloads and the duration of time children spend in care:

Footnote:

5 Directors of Child Welfare are developing common measures that will be used across the country. As the methodology for calculating these measures is finalized, we will be reporting on them in a consistent way with other provinces and territories.

- 32% decrease in the provincial average child protection caseload;
- 15% decrease in the number of children in short-term care;
- 78% increase in the number of children being cared for by extended family or persons having a sufficient interest (alternate care);
- 47% increase in long-term and permanent wards accessing extended care provisions for educational purposes.

Objective 2.3: Maintain quality residential care standards.

Program and practice standards for residential care ensure that children receive the supports and protective measures they require to meet their developmental and cultural needs. Review and monitoring of standards is required to ensure that the Department's responsibilities have been met.

Key Results

Ensure children in care have supports for healthy development.

The Department developed program and practice standards for children in care that set out the Department's responsibility for care and case planning. These standards ensure that each child has a comprehensive plan of care that meets his or her developmental and cultural needs. In addition, the Department has implemented a policy requiring annual review of care plans for children in long-term and permanent care. Foster families have been trained in the importance of maintaining children's attachment to family, culture and community.

Objective 2.4: Support people with disabilities and seniors to live independently in the community.

The Department assists people to live independently by developing family and community resources that support community living, ensuring effective service systems and developing alternatives in the community. Independence and choice are important in improving quality of life for all people.

Key Results

Improve housing options and support services for low-income seniors and people with disabilities.

Funding for new initiatives increased capacity in the residential sector with seven spaces in Group Homes and 14 spaces in Supported Living Programs. These new initiatives addressed priority unmet needs of individuals with intellectual disabilities.

Four hundred and nineteen (419) individuals with intellectual disabilities received residential support through the Supported Living Program.

Enhanced short-term supports were provided to individuals with intellectual disabilities living in the approved private-service home sector. The supports helped to maintain residential placements which were in jeopardy of breakdown.

Increase resources for individuals to purchase supports and services.

Individual initiatives, involving four (4) young adults provided them with funds to purchase some of the supports necessary to move from family homes into their own residences in the community, allowing them to live as independently as possible.

2003-04 Performance Results

Reduce reliance on institutional care for people with intellectual disabilities.

For 2003-2004 there were no admissions to Valley View Centre and the successful transition of eight individuals from Valley View Centre to community placements.

The closure of one residential unit at Valley View Centre occurred on September 30, 2003.

As of March 2004, there were 15 individuals residing at Valley View Centre who have requested planning for community placements.

Through participation in the Complex Needs Committee, Community Living Division worked with key stakeholders to develop options to support individuals with intellectual disabilities who are experiencing crisis situations, and thereby reducing the demand for short-term institutional placements. This Committee involves other provincial departments and focuses on resolving issues that cross service areas for clients with challenging needs.

Measurement Results

Households in assisted living units – 6,781[6]

This measure represents the number of households living in housing projects that offer Saskatchewan Assisted Living Services (SALS). The target to maintain this level was accomplished for 2003-04.
(Source: Community Resources and Employment, Saskatchewan Housing Corporation, Tenant Relations SALS Database.)

Housing waiting lists for low-income and special needs people – 2,141

This measure represents the average number of people on the waiting list for social housing for 2003-04, down from 2,371 in 2002-03.
(Source: Community Resources and Employment, Saskatchewan Housing Corporation, Saskatchewan Housing Authority Waiting List Database.)

Reduced waiting lists for social and affordable housing is an indicator of the success of private housing markets at meeting the housing needs of low-income people and of the Department's success in helping low-income people improve their ability to buy better housing through employment.

Admissions to Valley View Centre – 0 (zero)
(Source: Community Resources and Employment, Community Living Division Information Systems.)

Valley View Centre is a long-term care facility for people with intellectual disabilities.

People with intellectual disabilities moving from Valley View Centre to community residential alternatives – 8
(Source: Community Resources and Employment, Community Living Division Information Systems.)

Movement of residents from Valley View Centre to the community is a measure of effectiveness of efforts to develop family and community resources that support community living.

Persons with intellectual disabilities living in own residences with minimal life skills support – 419 individuals
(Source: Community Resources and Employment, Community Living Division Information Systems.)

Independence and choice are considered important aspects of quality of life for people with intellectual disabilities. This measure indicates success at developing supports that provide people with intellectual disabilities with

Footnote:

[6] The reduction in 35 assisted units since 2002 is a result of improved record keeping rather than a reduction in service.

opportunities to live independently in their communities.

Additional Commitments

The following includes government commitments from the Government's *Our Plan for 2003-2004* along with commitments made after the release of the Department's *2003-2003 Performance Plan.*

The Province's Centenary Affordable Housing Program was launched in 2002 with construction of 124 homes for seniors and northern families. Plans are now in place for up to 1,400 additional housing units to be built during the next four years.

As of March 31, 2004, eight projects totalling 157 homes have been completed, 10 projects totalling 192 homes are under development, and 13 projects totalling 299 homes have received conditional approval for funding.

A new housing plan, HomeFirst, was developed that will result in a total of 2,000 new affordable housing units that will be completed by 2008 through the CAHP for a total investment of $104 million.

The Province, through the Saskatchewan Housing Corporation, will make conditional commitments in 2003 to Community Based Organizations and private partners for the construction of more than 400 new homes under the Centenary Affordable Housing Program.

CAHP has resulted in the construction of 17 new homes with 192 currently being constructed. Another 299 homes have received conditional approval. This totals 508 for 2003-04. Private partners/developers participate in the construction of these homes that are managed by CBOs.

The Department will continue to pursue co-operative partnerships with different levels of government and local organizations to address the need for more affordable housing and support services for modest-income families. To date, the Province, working in partnership with municipal governments, community development organizations and family homeowner cooperatives, has enabled 209 lower-income families to become homeowners through the Neighbourhood Home Ownership Program. In 2003-04, the Province will continue to provide funding to more than 60 new families to help them become homeowners.

The Neighbourhood Home Ownership Program (NHOP) is a family housing program that creates opportunities for home ownership coupled with neighbourhood revitalization. NHOP is delivered through a community development model, and local community development organizations are engaged to deliver the program. In 2003 the program delivered 33 homes, five in Regina, one in Moose Jaw, 17 in Saskatoon and 10 in Prince Albert.

Recent reports from the Provincial Auditor and the Children's Advocate have highlighted areas of concern, in particular adherence to policies and procedures in social assistance and child welfare programs. In response, the Department has developed a plan of action to improve processes and report on activities to establish new quality improvement measures.

A. Social Assistance Quality Improvement

In the 2002-03 Provincial Auditor's report, specific areas of concern were identified with respect to the social assistance program. Following this, the Department's Employment and Income Assistance Division developed a series of quality improvement processes to ensure adherence to policies and procedures.

Beginning in January 2003, the Department began a comprehensive case review process to demonstrate accountability and ensure public confidence.

A Quality Improvement Plan was developed in co-operation with the Provincial Auditor's Office. The Plan outlines actions for implementation in 2004-05 and highlights longer-term initiatives, as well. Both are intended to support the goal of improving quality in the delivery of social assistance and, more broadly, aid in fostering a culture that reflects on quality improvement as a regular course of business.

B. Child Welfare Quality Improvement

Since 2001, the Child and Family Services Division has conducted annual file audits, the most recent of which was completed in March 2003. Progress from the previous year is examined in several key areas through the annual file audit. Compliance results for 2003 are noted below:

- Increase in documenting risk factors that support Child and Family Services involvement with a family.
- Increase in ensuring that family and significant others contribute to and participate in current case plans. This may include foster parents, First Nations agency/ Band, counselors, teachers with families who have child protection involvement or children/youth who are in care of the Minister.
- Increase in ensuring a worker has face-to-face contact within the past three months, with a family who is receiving child protection services.
- Increased contact standards with children/ youth who are in care of the Minister.
- Increase in ensuring there is a current Assessment and Case Plan for a child/youth in care of the Minister.
- Increase in ensuring that the Case Plan has identified opportunities for family contact with a child/youth in the care of the Minister.
- Increase in completing homestudies or annual reviews of foster homes.
- Decrease in completing investigation records within 30 days.
- Decrease in having face-to-face contact with the foster family in the foster home within six months.

In response to these findings, a comprehensive plan was developed that reflects both short and long-term actions to improve our adherence to policy to ensure quality services are being provided to clients.

The following are elements of the plan.

- An initial review of the police record checks on all caregiver files (caregiver contacted to complete a police record check if it did not exist on file).
- A review of all open Child Protection, Children's Services and Resource files over a 120-day period to ensure they meet the priority standards.
- Developing a process for reviewing files every 120 days and reporting on compliance to standards.
- Development of a database for reporting and monitoring compliance to key standards.
- Longer term initiatives to sustain ongoing accountability, such as: development of program outcomes and performance measures, indicators and targets; a review of program policy and standards; development of a broader information technology strategy to assist in meeting policy and practice objectives; and continued focus on addressing human resource issues and barriers.

- A comprehensive human resource strategy to reduce turnover experienced in Child Welfare services, which is a significant barrier to meeting policy requirements.

A joint review was conducted to examine the services provided to Baby Andy and his family, and to make recommendations on improving the child welfare system. In July 2003, a plan was announced to address the recommendations identified in the Baby Andy Report. The elements of this plan included strategies such as: communications and information sharing; staff training and supervision; accountability; case management and practices; coordination of services; and government support.

Since July 2003, numerous actions have been underway.

- A First Nations Unit, consisting of three trainers and a program manager, was established to implement the recommendations and lead the work with First Nation's agencies and the Department to improve services and strengthen accountability.

- The use of the "circle" has been introduced as a new approach to working with families. The "circle" brings together extended family and persons with an interest in the family to discuss and help resolve issues.

- New forms for communication, issue resolution and information sharing between the FNCFS and the Department are in place.

A progress report on implementation of the Baby Andy Report recommendations will be released in July 2004.

Improve accountability of community-based services.

Department staff worked with community-based organizations to build and strengthen outcomes and accountability. The Department provided three outcomes-based planning and evaluation training sessions over the last year, targeting Department staff and representatives from CBOs receiving funding from the Employment and Income Assistance Division (EIAD).

These sessions were planned as an initial step in strengthening accountability within our service delivery system and funding relationship with CBOs. Over 120 CBO and 200 Department staff attended training.

The Employment and Income Assistance Division, in conjunction with Saskatchewan Learning, began an evaluation of the multi-year funding pilot which Canada-Saskatchewan Career and Employment Services implemented in 2001. It is expected that the information produced by this activity will help inform third party funding in other areas of the Department's business.

Over 2003-2004, Community Living Division included the Saskatchewan Association of Rehabilitation Centres in the broader Departmental discussion of adopting an outcome-based approach in the CBO sector. The Division has also developed a proposal and received approval for a change in organizational structure, which includes five new regional planning positions to further strengthen the relationship with CBOs and provide expertise and planning capacity in the regions.

The Community Living Division established the Policy and Service Delivery Advisory Committee, with representatives from the community sector and individuals with disabilities, as an advisory body to the Department. This formalizes a consultative

process that will provide feedback and recommendations on changes to policy and service delivery framework for people with intellectual disabilities.

In partnership with Saskatchewan Association of Rehabilitation Centres and Saskatchewan Association for Community Living, the Community Living Division developed a process to implement the policies of the Saskatchewan Basic Standards reviews into practice to support positive outcomes for the program participants.

Centenary Affordable Housing Program contracts through SHC are structured so that final approval for projects is provided only after all outstanding financial, land, building and client issues have been resolved.

Stakeholder consultations for HomeFirst, the Department's five-year housing initiative to be launched in 2004-05, were done at various stages of the policy development process. The feedback received from the public, within government and other stakeholders was incorporated into policy. As part of the HomeFirst implementation, SHC began work on enhancing its evaluation framework to include evaluation as an integrated aspect of its program development model. One component of this process will be to assess how effectively SHC, CBOs and other stakeholders work together to accomplish agreed-upon goals and objectives.

SHC employs outcome-based planning and evaluation to demonstrate success. One of the objectives of the revised Evaluation Framework will be to outline a model whereby community organizations are full partners in this process.

2003-04 Financial Results

The following table outlines information of actual and budgeted expenditures by subvote and subprogram. Variance explanations are provided for all variances that are greater than $1.0M.

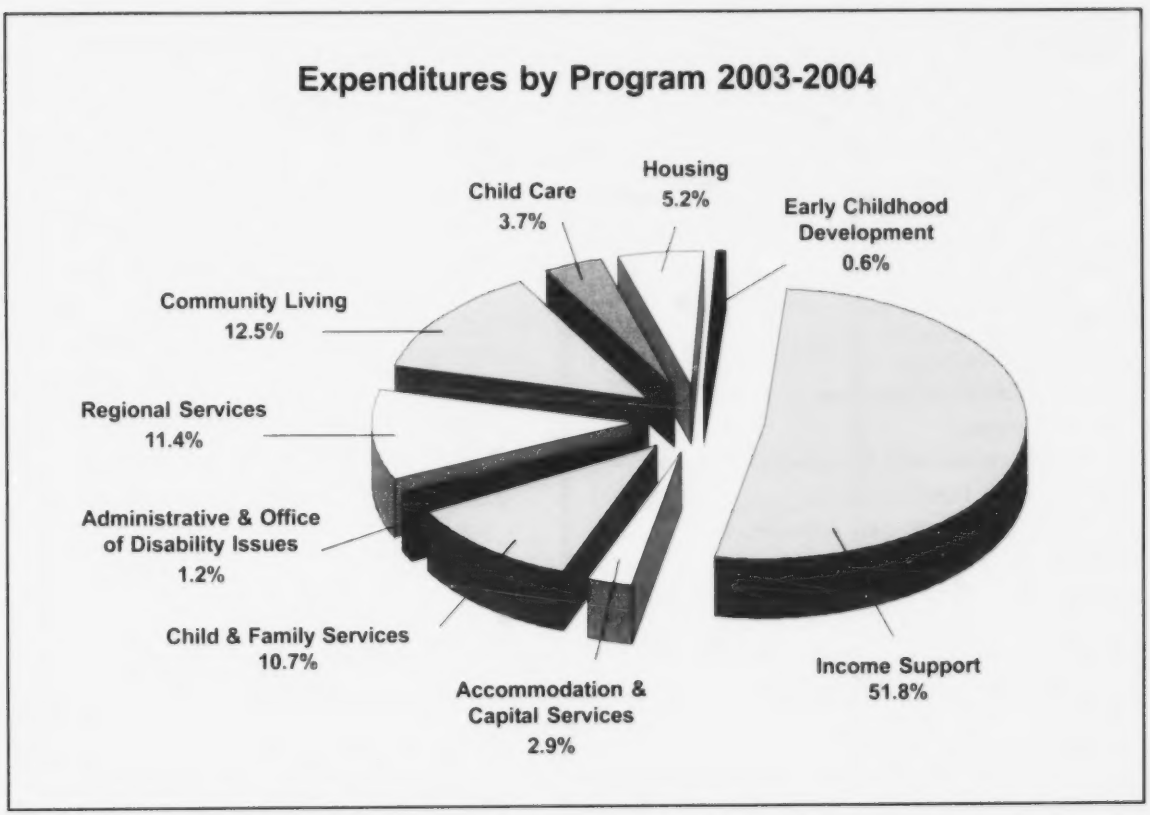
Summary of Expenditure *(in thousands of dollars)* **Subvote/Subprogram**	**Original Estimate**	**Actual Expenditure**	**Variance Over/ (Under)**	
Administration	**7,432**	**7,083**	**(349)**	***Notes***
Accommodation & Capital Services	**17,559**	**17,781**	**222**	
Employment Support and Income Assistance				
0004 Saskatchewan Assistance Plan	236,296	241,934	5,638	*1.*
0008 Saskatchewan Income Plan	9,000	9,182	182	
0012 Saskatchewan Child Benefit	14,100	11,804	(2,296)	*2.*
0013 Saskatchewan Employment Supplement	18,200	17,150	(1,050)	*3.*
0029 Income Security Administration	2,236	2,035	(201)	
0032 Skills Training Benefits	10,893	10,089	(804)	
0033 Community-Based Income Security Programs	2,607	2,351	(256)	
0034 Employment Programs	10,057	10,123	66	
0039 Client and Community Support	6,729	5,596	(1,133)	*4.*
0105 Provincial Training Allowance	3,000	2,974	(26)	
Subvote Total	**313,118**	**313,237**	**119**	
Child and Family Services				
0005 Child and Family Community Services	41,564	39,275	(2,289)	*5.*
0010 Child and Family CBO Services	18,233	18,082	(151)	
0011 Child and Family Administration	2,784	3,034	250	
0056 Facilities for Children and Youth	4,685	4,613	(72)	
Subvote Total	**67,266**	**65,004**	**(2,262)**	
Supporting Families and Building Economic Independence				
0007 Program Delivery	59,040	62,925	3,885	*6.*
0025 Income Support – Call centres	7,184	6,199	(985)	
Subvote Total	**66,224**	**69,124**	**2,900**	
Community Living				
0024 Program Delivery	24,427	24,470	43	
0027 Payments and Grants	51,951	51,318	(633)	
Subvote Total	**76,378**	**75,788**	**(590)**	
Child Care				
0018 Child Care Facilities	9,788	9,675	(113)	
0041 Child Care Parent Subsidies	10,505	10,414	(91)	
0051 Child Care Administration	2,077	2,014	(63)	
Subvote Total	**22,370**	**22,103**	**(267)**	
Office of Disability Issues	**225**	**213**	**(12)**	
Early Childhood Development	**3,309**	**3,309**	**0**	
Housing				
0085 Housing Operations	8,557	7,859	(698)	
0092 SHC	23,525	23,525	0	
Subvote Total	**32,082**	**31,384**	**(698)**	
Total Expenditure	**605,963**	**605,027**	**(936)**	*7.*

(See following page for notes.)

2003-04 Financial Results

***Notes* – Explanations of Major Variances**

1. Although the average benefit per case declined in 2003-04, social assistance caseloads were higher than anticipated.
2. Saskatchewan Child Benefits paid were less than expected due to National Child Benefit Supplement increase.
3. Saskatchewan Employment Supplement cases and expenditures were lower than targeted.
4. Provincial Career and Employment Services projects have yet to be fully committed.
5. Child welfare redesign resulted in reduced expenditures in Private Treatment and Family Supports.
6. IT system investment and shortfall in delivery costs.
7. In 2003-2004, actual expenditures for third party grants totalled $114.8 million.



2003-04 Financial Results

The department collects revenue relating to fees for management and collection services; cost sharing programs with the Federal Government and repayments of public assistance. All revenue collected is deposited in the General Revenue Fund. A summary of the department's 2003-04 budgeted revenue compared to actual revenue is presented below. Variance explanations are provided for all variances that are greater than $1.0M.

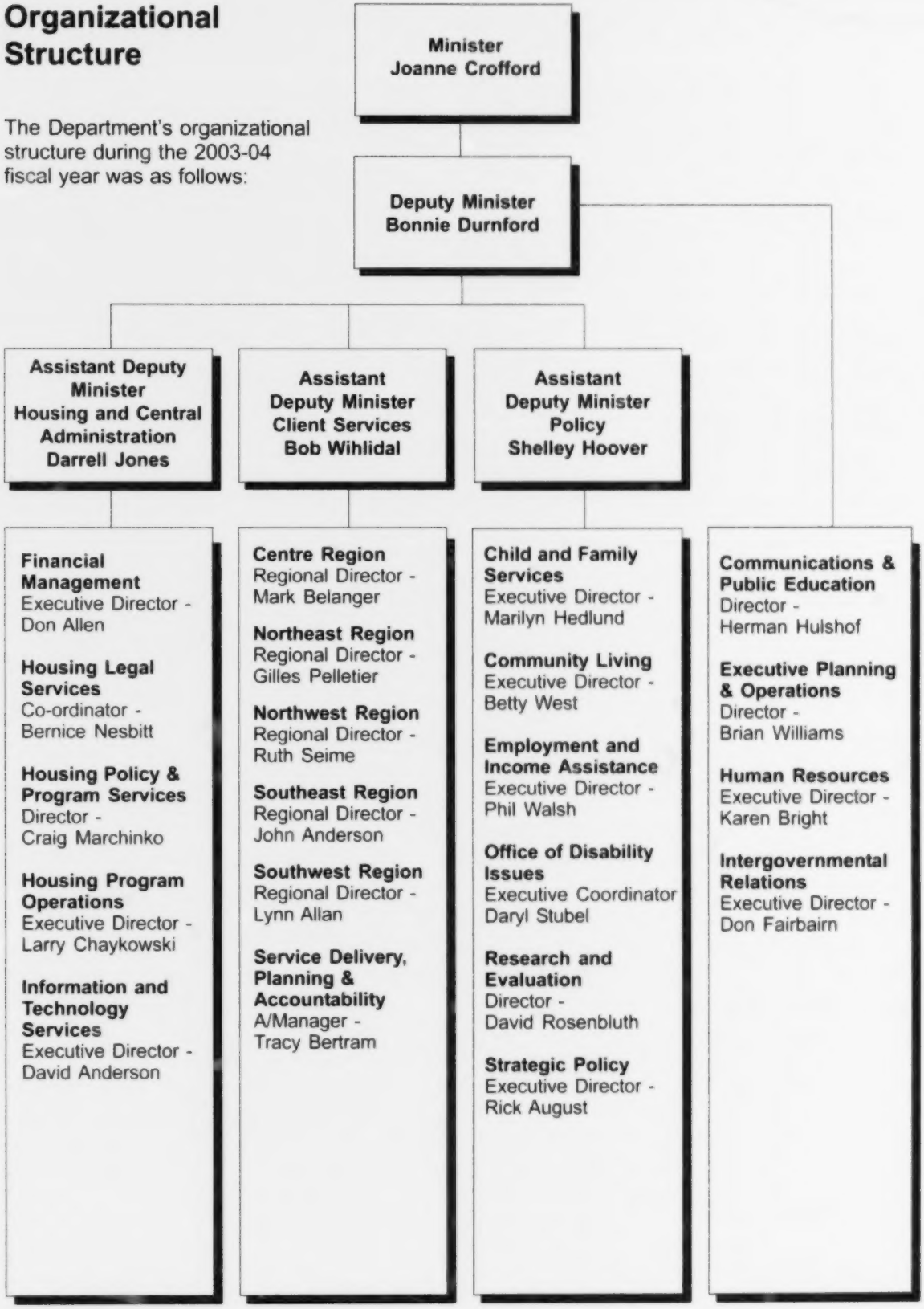
Revenue Category *(in thousands of dollars)*	**Original Estimates**	**Actual Revenue**	**Variance Over/ (Under)**	***Notes***
Sales, Service and Service Fees				
- Management and Collection Service	5,550	5,564	14	
- Miscellaneous Medical and Institutional Services	488	480	(8)	
- Other Miscellaneous Services	33	39	6	
- Miscellaneous Deductions from Staff Salaries	57	58	1	
Subtotal	**6,128**	**6,141**	**13**	
Transfers from the Federal Government				
- Federal-Provincial cost sharing agreements	121	--	(121)	
- Employability Assistance	468	2,740	2,272	*1.*
- Young Offenders Agreement	695	1,090	395	
- Special Allowance for Children in Care	4,494	4,051	(443)	
- Department of Indian and Northern Affairs Canada	750	1,208	458	
- Other Federal Contributions	--	15	15	
Subtotal	**6,528**	**9,104**	**2,576**	
Other Revenue				
- Maintenance Order Revenues	1,300	710	(590)	
- Casual Revenue	40	24	(16)	
- Employment Insurance Assignment Revenue	105	--	(105)	
- Repayment – Public Assistance	2,000	2,020	20	
- Refunds of Previous years' Expenditures	350	656	306	
- Collection Agency Fees Withheld	(250)	(177)	73	
Subtotal	**3,545**	**3,233**	**(312)**	
Total Revenue	**16,201**	**18,478**	**2,277**	

***Notes* – Explanations of Major Variances**

1. Increase due to new Federal Government cost sharing agreement regarding employability assistance.

Organizational Structure

The Department's organizational structure during the 2003-04 fiscal year was as follows:



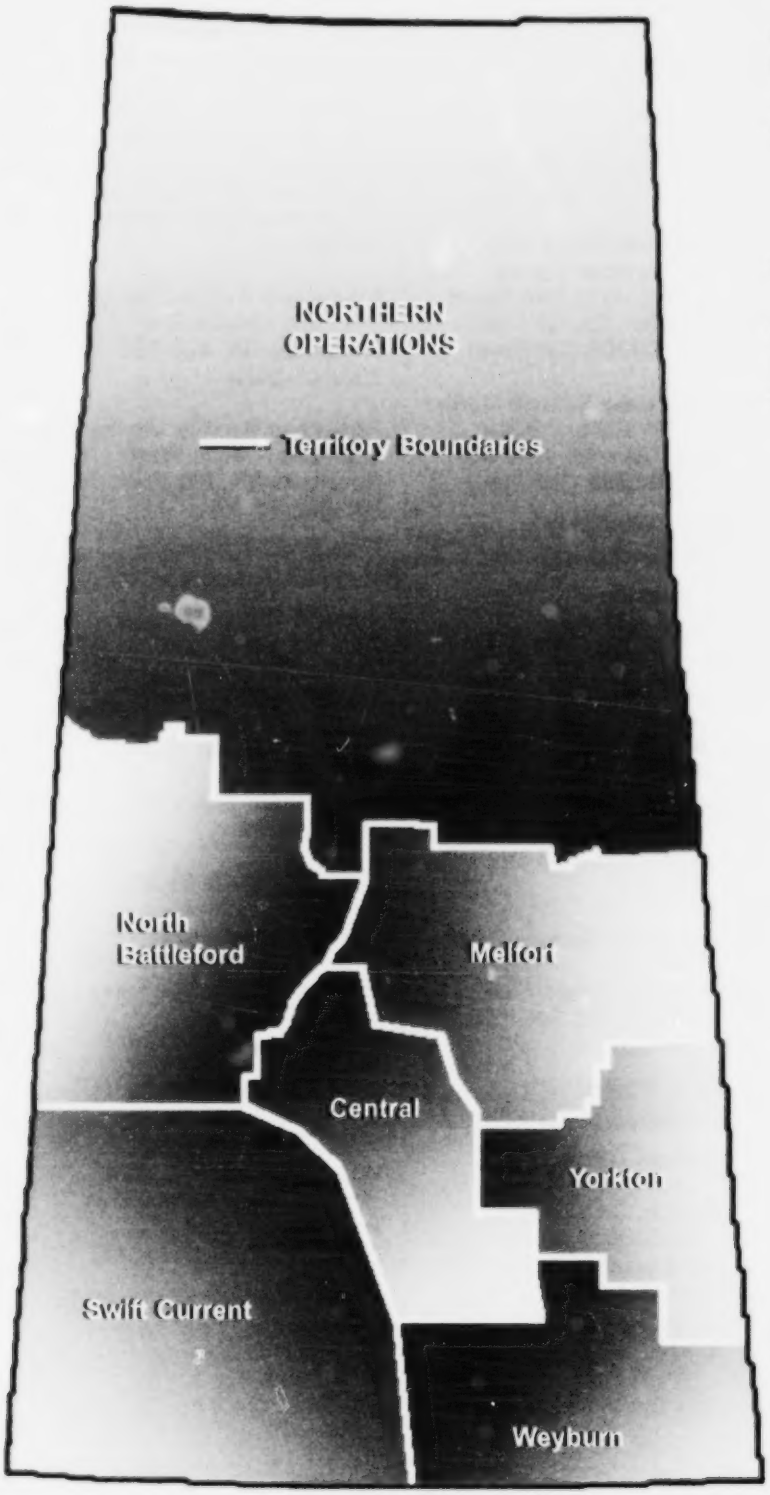
Where to Obtain Additional Information

Career and Employment Services Offices

Regional Boundaries

Central	306-933-6281
Northeast	1-866-888-4520
Northwest	306-446-8705
Southeast	306-786-1354
Southwest	306-787-2160

Where to Obtain Additional Information



Saskatchewan Housing Corporation (SHC)

Territory Operations

SHC Offices

Prince Albert	306-953-2540
Regina	306-787-4117
Saskatoon	306-933-6292

Where to Obtain Additional Information

Saskatchewan Community Resources and Employment

General Inquiries: **(306)787-3700** Web site: **www.dcre.gov.sk.ca**
Communications & Public Education: **(306)787-3686** / email: **communications@dcre.gov.sk.ca**

Northeast Region

Prince Albert Office
Box 3003, 800 Central Avenue
Prince Albert, SK S6V 6G1
1-800-487-8603 (Toll Free)

Creighton Service Centre
Box 10, 1st Street East
Creighton, SK S0P 0A0
1-800-532-9580 (Toll Free)

La Ronge Service Centre
Box 359, 1320 La Ronge Ave.
La Ronge, SK S0J 1L0
1-800-567-4066 (Toll Free)

Melfort Service Centre
107 Crawford Avenue East
Melfort, SK S0E 1A0
1-800-487-8640 (Toll Free)

Nipawin Service Centre
210 1st Street East
Nipawin, SK S0E 1E0
1-800-487-8594 (Toll Free)

Northwest Region

North Battleford Office
405-1146 102nd Street
North Battleford, SK S9A 1E9
1-877-993-9911 (Toll Free)

Buffalo Narrows Service Centre
Box 220
Buffalo Narrows, SK S0M 0J0
1-800-667-7685 (Toll Free)

La Loche Service Centre
Box 70
La Loche, SK S0M 1G0
1-877-371-1131 (Toll Free)

Lloydminster Service Centre
4815 - 50th Street
Lloydminster, SK S9V 0M8
1-877-367-7707 (Toll Free)

Lloydminster Child and Family Services Centre
Box 20052, 4910-50th Street
Lloydminster, SK S9V 1Z5
1-877-367-7707 (Toll Free)

Meadow Lake Service Centre
Unit 5, 101 Railway Place
Meadow Lake, SK S9X 1X6
1-877-368-8898 (Toll Free)

Southwest Region

Regina Office
2045 Broad Street
Regina, SK S4P 3V7
306-787-3700
(all program areas, Regina Community Development & Outreach Program)

Moose Jaw Service Centre
36 Athabasca Street West
Moose Jaw, SK S6H 6V2
306-694-3647

Swift Current Service Centre
Box 5000,
350 Cheadle Street West
Swift Current, SK S9H 4G3
306-778-8230

Centre Region

Saskatoon Office
122 - 3rd Avenue North
Saskatoon, SK S7K 2H6
306-933-6300
(family & youth services, child *day care, community living)*
220 Idylwyld Drive South
Saskatoon, SK S7K 2H6
306-933-5960
1-877-884-1687 (Toll Free)
(*Employment and Income Assistance*)

Kindersley Service Centre
113 - 2nd Avenue East
Kindersley, SK S0L 1S0
306-463-5470

Rosetown Service Centre
122 - 2nd Avenue West
Rosetown, SK S0L 2V0
306-882-5400

Southeast Region

Yorkton Office
72 Smith Street East
Yorkton, SK S3N 2Y4
1-877-786-3288 (Toll Free)

Estevan Service Centre
Box 5000-190, 1219 - 5th St.
Estevan, SK S4A 2V6
306-637-4550

Fort Qu'Appelle Service Centre*
Box 1400, 177 Segwun Ave.
Ft. Qu'Appelle, SK S0G 1S0
1-800-667-3260 (Toll Free)

Weyburn Service Centre
110 Souris Avenue N. E.
Weyburn, SK S4H 2Z9
306-848-2404

Wynyard Service Centre*
Box 219, 400A Avenue D W
Wynyard, SK S0A 4T0
1-866-287-7747 (Toll Free)

** no wheelchair accessibility*

Office of Disability Issues
Web site: www.gov.sk.ca/odi
Tel.: 306-787-7283*
Toll Free: 877-915-7468*
** Both numbers are equipped for Hearing Impaired TTY calls.*

Contact Centre
Tel.: 306-798-0660
Toll Free: 1-866-221-5200
TTY 787-1065
TTY Toll Free: 1-866-995-0099